

Facilitator CHiPs



Constructive, Helpful, and Informative Practices

Prepared by the ORO Facilitator Program to help enhance individual and organizational excellence

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Facilitation Services Available:

- Process Improvement
- Team Building
- Change Management
- Strategic Planning
- Customer Focus and Assessment
- Baldrige Quality Award Criteria for Performance Excellence
- Valuing Differences
- Problem Solving, Decision Making, and Consensus Building Tools
- 360° Feedback Instruments
- Problem Identification and Clarity
- Reengineering
- Integrated Organizational Renewal
- Facilitator Skills Training for Supervisors

For more information about facilitator services or to suggest a CHIP topic, e-mail or call:

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Baldrige Basics: Process Management

Did you know that you are a process manager? That's right. You are in charge of making things happen such as responding to phone calls or visitors, overseeing work performed by others, evaluating compliance against standards, tracking activity status, preparing and/or analyzing reports, etc. All work can be looked at as a process that is informally or formally established, that is standardized across employees or allowed to happen with high levels of variation.

To best use our resources, we need to focus those key processes responsible for making our customers happy. Measures and indicators are used for feedback and to design improvement efforts to ensure that those customer needs will continue to be met.

A process takes input, applies people, material, machines, methods, and the work environment – both physical and human, to add value in creating output for the customer.

1. Input – the initiating or prerequisite action/data to start the process
2. People – all whose knowledge or expertise are needed to get the work done properly
3. Material – the tangible supplies to be used in the product or consumed during the process
4. Machines – the tools needed to get the work done
5. Methods – steps taken to ensure completeness and to reduce variability in the output
6. Work Environment
 - Physical – constraints or advantages inherent in the physical world
 - Human – the culture that enables or inhibits success
7. Output – the product or service that meets the customers needs

We don't need to manage all our processes to the same level of rigor. By focusing resources on the really important processes to make them consistent and reliable, we increase our odds of being successful. It's better than trusting in "luck" to get us there.